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1.0 OVERVIEW:

1.1 AUTHORITY - Pursuant to Section 412(c)(2)(B) of the Immigration and Nationality Act, 45 CFR Part 400, A.R.S. §41-1954 (A)(6) and (8), and the June 30, 1999 (Arizona) Gubernatorial Designation of Authority, the Department of Economic Security makes funds available to provide services to refugees in Arizona.

1.2 FUNDING - Social Service and Targeted Assistance Grants funding from the U.S. Department of Health and Human Services (DHHS) Office of Refugee Resettlement (ORR) and other funding sources as available, will be pooled. Funding will approximate the following:

Refugee Program - \$1,700,000

Funds may be utilized to assist refugees who have been in the United States for more than 60 months; however, this is subject to change by federal agencies. Services may not be provided to United States citizens other than for U.S. born minor children residing in a family in which at least one parent is a refugee.

1.3 THE ARIZONA REFUGEE RESETTLEMENT PROGRAM (RRP) – Based on an analysis of currently offered services in Arizona and the availability of federal funding, group discussions with service providers regarding client needs, and a recent research study conducted in Phoenix and Tucson, services offered by the RRP are being restructured. The program will focus services in five broad areas: Assistance (AKA “Refugee Program”), Health, Childcare, Training, and Transportation.

The Assistance area consolidates services previously provided and referred to as “Job Development and Placement”, “Relocation Adjustment Services”, and “Case Management.” The Assistance service, now titled “Refugee Program”, will be provided to refugees by non-profit refugee resettlement agencies that have entered into Cooperative Agreements with the United States Department of State as part of its Reception and Placement program.

The Health area includes “Mental Health Services” and “Preventive Health”. The plan is to have a single service provider in Phoenix and a single service provider in Tucson. (Note: The same service provider could provide services in both counties.)

Childcare, Training, and Transportation areas each include a “Coordination” service. The plan is to have one service provider for each service in Phoenix and one service provider for each service in Tucson. (Note: The same service provider could provide services in both counties.)

While RRP strongly believes that the Arizona refugee network infrastructure must be maintained, it is also committed to funding programs that will deliver efficient, effective, and high-quality services to refugees. RRP has provided flexibility in its new structure to allow service providers the opportunity to contract directly with RRP, or indirectly with RRP as a subcontractor of a “direct” service provider.

Through research, RRP recognizes that there is great potential for creative service paradigms for refugees, and encourages potential contractors to explore innovative and cooperative approaches to the delivery of seamless services.

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1.4 DEFINITIONS

1.4.1 Client – An individual who meets the definitions of a refugee as follows:

- ♦ **Refugees**, admitted under INA § 207
- ♦ **Asylees**, granted asylum under INA § 208
- ♦ **Cuban and Haitian entrants** as defined under 45 CFR § 401.2
- ♦ **Certain Amerasians**
- ♦ **Victims of Trafficking certified by DHHS**
 - (a) sex trafficking in which a commercial sex act is induced by force, fraud, or coercion, or in which the person induced to perform such act has not attained 18 years of age; or
 - (b) the recruitment, harboring, transportation, provision, or obtaining of a person for labor or services, through the use of force, fraud, or coercion for the purpose of subjection to involuntary servitude, peonage, debt bondage, or slavery.
- ♦ **Permanent Residents who had held one of the above statuses in the past**
- ♦ **Others as indicated by RRP**

*Note: Individuals who are paroled into the United States as **refugees or asylees** under INA § 212(d)(5) are also eligible for service, NOT to be confused with general parolees under § 212(d)(5), such as "Lautenberg" parolees, other "public interest parolees" and "humanitarian interest parolees".

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1.5 REFUGEE PROGRAM

- 1.5.1 Service Definition – Services provide for the effective resettlement of refugees and to assist refugees to achieve economic self-sufficiency as quickly as possible. Services available include, but are not limited to: case management, English as a second language, relocation adjustment, job development and placement, coordination, consultation, transportation, program development, nursing services, dental assistance, medical assistance, unaccompanied minors service, work adjustment training, job training and community education and information.

For this application, this service includes 1) Case Management and 2) Employment Assistance

- 1.5.2 Program Information - Refugee Program is designed to assist clients to achieve economic independence and successfully transition to life in Arizona. To achieve self-sufficiency as soon as possible after arrival in the United States, new client arrivals, particularly recipients of Refugee Cash Assistance and Temporary Assistance for Needy Families, need specialized help to become employed and self-sufficient prior to the expiration of their public cash assistance. It is essential that they receive client-specific services that address the barriers to self-sufficiency.

1.5.3 Reporting Units

- a) One unit of service equals one (1) hour of staff time. This includes services such as direct and indirect client contact, interfacing with employers, conducting case reviews, preparing required reports and documentation, consultations, and attending training and meetings. Portions of a unit shall be reported to the nearest whole number.
- b) One unit of service equals one unduplicated client that indirectly received Refugee Program assistance.

1.5.4 Administrative Requirements:

The contractor shall comply with the following administrative requirements:

- a) Agencies shall confer with RRP before disseminating publications funded under this contract, to determine the need for RRP review and approval.
- b) Publications shall contain the following statement:

“This project was funded by the Arizona Department of Economic Security, Community Services Administration, Refugee Resettlement Program. Points of view are those of the author and do not necessarily represent the official position or policies of the Department. Under the Americans with Disabilities Act, (name of organization) must make a reasonable accommodation to allow a person with a disability to take part in a program, service, or activity. For example, this means that if necessary, (name of organization) must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that (name of organization) will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. Please contact (name of contact person).”

- c) Disallow smoking in accordance with Part C of Public Law 103-227, the “Pro-Children Act of 1994” which states that smoking may not be permitted in any portion of any indoor facility owned or used routinely or regularly for the provision of health, day care, education, or library services to children under the age of 18.
- d) Participate in RRP evaluation studies.
- e) Communicate with RRP electronically through email to convey Microsoft based text and spreadsheet documentation.
- f) Purchase equipment and products made in America to the greatest extent practicable.

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- g) Utilize computer backup/recovery systems and procedures to ensure that there is no loss of data required for RRP reports, and ensure that there is no disruption or degradation of services provided.
- h) Utilize a computer-based tracking system from which monthly, quarterly, and other reports may be generated.
- i) Notify the RRP contract specialist within seven calendar days of any changes in key staff – those with supervisory responsibility or direct contact with clients – and supply a copy of the resume for the staff replacement.
- j) Maintain a policy and procedure manual that outlines tasks appropriate to the delivery of effective and efficient service to clients.
- k) Maintain documentation that key staff has received appropriate training or holds appropriate credentials in accordance with their job descriptions.
- l) Ensure that women have the same opportunity as men to participate in services.
- m) To the maximum extent feasible, provide services in a manner that includes the use of bilingual/bicultural women on service agency staff to ensure adequate service access by female clients, and that is culturally and linguistically compatible with clients.
- n) Adhere to 45 CFR 400.147 that states: services will be provided to refugees in the following order of priority: (1) all newly arriving refugees during their first year in the U.S., who apply for services; (2) refugees who are receiving cash assistance (either Refugee Cash Assistance or Temporary Assistance for Needy Families); (3) unemployed refugees who are not receiving cash assistance; (4) employed refugees in need of services to retain employment or attain economic self-sufficiency. (Note: “Refugees” in the passage should be interpreted to mean “clients”.)
- o) Provide a minimum of 24 hours of training during each contract period for all funded employees and document in their personnel files. Ensure their attendance at training required by RRP, which may include such areas as case management, employment, health and mental health, English language training, crisis intervention, and program development.
- p) Provide assistance through persons with a demonstrated ability to perform professional linguistically and culturally appropriate refugee case management and employment assistance, or through persons with a demonstrated ability to perform professional client case management and employment assistance utilizing linguistically and culturally appropriate and qualified individuals. The use of the terms “professional” and “qualified” must include adherence to a code of ethics (e.g., National Association of Social Workers Code of Ethics, The Cross Cultural Health Care Program Medical Interpreter Code of Ethics).
- q) Participate in meetings in which Coordination-Childcare, Coordination-Training, Coordination-Transportation, the RRP staff, and others as appropriate, meet to discuss system-level planning and coordination.
- r) Promote the service to prospective clients directly, indirectly through other refugee service providers, and through media as appropriate.
- s) Provide volunteer opportunities for clients to learn new skills.
- t) Conduct bi-annual point-in-time client satisfaction surveys.
- u) Ensure that appropriate staff attend technical assistance training required by RRP.
- v) Maintain a case record for each client, to include at a minimum:
 - 1) Client contact sheet (e.g., client name, address, phone number).
 - 2) The date, purpose, type and method of contact, action, and outcomes, efforts undertaken to assist the client in attaining social and economic independence. Such documentation must include at a minimum an accounting of all services specified in 1.5.5 Case Management Requirements and 1.5.6 Employment Assistance Requirements.
 - 3) A copy of the INS Form I-94 or other INS documentation that verifies client eligibility.
 - 4) Application for assistance.
 - 5) Authority to Release Information form signed by client and staff.
 - 6) The strategy and timetable for obtaining a family income level through employment acquisition by employable family members at sufficient wage levels to reach self-sufficiency. The strategy and timetable must include comparative wages and benefits available to client from initial to enhanced employment, full-time or part-time employment status, expected duration of employment, terms of employment, opportunities for

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advancement, support services offered and to be offered, and verification of 90-day employment retention status.

- 7) A plan of action to address employment and/or socio-cultural barriers that impede clients' ability to attain social and economic self-sufficiency.
- 8) A signed copy of the rights and responsibilities of the agency and the client.

1.5.5 Case Management Requirements

The contractor shall comply with the following case management requirements:

- a) Determine, provide, refer and track client participation, including: school registration for children and assistance with school related issues, housing and home management assistance, assistance with obtaining health information and services, training, specialized services provided for youth, elderly, or disabled, counseling, crises intervention, transportation services, interpretation and translation services, assistance with immigration matters, financial management and tax return assistance, and volunteer services. Germane services must be provided in conjunction with the availability of Coordination – Training, Coordination – Transportation, and Coordination – Childcare.
- b) Conduct an in-depth assessment of client needs and prioritize needs in accordance with 45 CFR 400.147.
- c) Coordinate and facilitate access to social and medical services, appeals, hearings, grievance, applications and interviews with public and private agencies.
- d) Adhere to the attached Health Insurance Portability and Accountability Act of 1996, "Business Associates Agreement".

1.5.6 Employment Assistance Requirements

The contractor shall comply with the following employment assistance requirements:

- a) Establish and maintain relationships with employers that result in clients securing appropriate employment and opportunities for advancement.
- b) Assess client employment needs and capacity.
- c) Develop and maintain a comprehensive Family Self-sufficiency Plan, including an Employability Plan for every employable member of the family pursuant to 45 CFR 400.79, that will help the client overcome obstacles to securing employment (e.g., limited or no English language proficiency, demeanor, medical needs, lack of United States work history, non-transferable skills, cultural and religious practices that could affect employment, childcare and transportation), and include copies of official documents (diplomas, certificates, etc.) as available; address the family's need from the time of intake until the services are no longer provided, to include at a minimum: client's background, basic needs, barriers to the attainment of social and economic self-sufficiency, services that will be and are actively provided to address the needs and overcome the barriers, client goals and objectives, plans to address client goals and objectives, a determination of the income level a family would have to earn to exceed its public cash assistance grant and become self-supporting, performance measures and expected outcomes and benefits.
- d) Comply with the employment plan.
- e) Provide clients with services, including job-readiness preparation, that result in securing initial employment as soon as possible and help them to achieve durable economic self-sufficiency.
- f) Coordinate interviews with potential employers.
- g) Educate clients about how to market their employability.
- h) Accompany clients to employment interviews, as appropriate.
- i) Assist clients with employment-related networking.
- j) Provide appropriate information to employers that clients cannot adequately provide, and help to establish perimeters within which clients', their employers, and their coworkers can satisfactorily function in the work setting.
- k) Assist clients with enhanced employment, re-certification and re-licensure assistance, and apprenticeships.
- l) Adhere to the attached Health Insurance Portability and Accountability Act of 1996, "Business Associates Agreement".

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1.6 PROGRAM REPORTS

In accordance with the Reporting Requirements of the DES Special Terms and Conditions, the contractor shall submit the following reports to:

Arizona Department of Economic Security
Community Services Administration - Refugee Resettlement Program
P. O. Box 6123 – Site Code 086Z
Phoenix, AZ 85005-6123

- a) Status Report for each client served during the month.
- b) A Quarterly Report that includes at a minimum a quantitative (statistics) and narrative description of the activities that occurred during the quarter (see "Sample - Quarterly Report" Exhibit) and a description of how client volunteers were utilized.
- c) By January 15th and July 15th (beginning 2004), provide results of a client point-in-time satisfaction survey.

1.7 FINANCIAL REPORTING REQUIREMENTS

- 1.7.1 In accordance with the Reporting Requirements of DES Special Terms and Conditions, the contractor shall submit the following reports to:

Arizona Department of Economic Security
Community Services Administration - Refugee Resettlement Program
P. O. Box 6123 – Site Code 086Z
Phoenix, AZ 85005-6123

- 1.7.2 A correctly completed FW-110 Contractor's Invoice and Statement of Expenditures for monthly reimbursement.
- 1.7.3 A correctly completed "Contractor's Equipment List", Form FES-1000AFORNA for equipment costing \$1,000 or more purchased in whole or in part with DES-CSA funds.

1.8 MATERIALS SERVICES PROVIDED BY DEPARTMENT

The Department shall:

- a) Provide FW-110 Contractor's Invoice and Statement of Expenditures, Status Report, and Quarterly Statistical Report on disk.
- b) Provide technical assistance as determined to be necessary by RRP and/or requested by contractor.